

Notice of References Cited

Application/Control No.

10/696,921

Applicant(s)/Patent Under
Reexamination
LECLERC, LOUIS

Examiner

Mary C. Jacob

Art Unit

2123

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*	B	US-6,937,972	08-2005	Van Ee, Jan	703/20
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NON-PATENT DOCUMENTS

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	U	Stockburger et al, "Virtual Onsite Support: Using Internet Chat and Remote Control to Improve Customer Service", Proceedings of the 30th Annual ACM SIGUCCS Conference on User Services, Providence, Rhode Island, pages: 143 - 147, 2002
	V	Heilbronner et al, "Managing PC Networks", IEEE Communications Magazine, Volume 35, Issue 10, October 1997, pages 112-117
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.